

DRAFT

POLICY ADVISORY BOARD FOR ELDER AFFAIRS (PABEA)
IN-PERSON AND VIA ZOOM
No. 1 Capitol District | 250 South Hotel Street | Conference Room 410
Friday, December 5, 2025 | 12:00 noon

MEETING MINUTES

CALL TO ORDER

Beverly Gotelli called the meeting to order at 12:00 p.m.

ROLL CALL

Appointed members present: Beverly Gotelli, Louise Johnson, William Kinaka, Sara Lenzer Medeiros, Shelly Ogata, Marilyn Seely, Barbara Service (joined the meeting at 12:15 p.m.), Gary Simon, Lisa Spencer, Rick Tabor, and Raelene Tenno.

Appointed members excused and absent: Poki'i Balaz, Stephen Lung, Suzie Schulberg, Charlene Taketa, and Leslie Tanoue

(A quorum was established as ten members were present at roll call. This board requires eight members to be present in order to establish a quorum.)

Ex-officio members present: Jienelle Herndon, Program Operations and Local Engagement, Centers for Medicare and Medicaid Services San Francisco; and Kathy Ishihara, Department of Human Services (DHS).

Executive Office on Aging (EOA) staff and Area Agencies on Aging (AAA) staff present: Candice Bryant, Caroline Cadirao, Zenaida Caraang (City and County of Honolulu Elderly Affairs Division), Rowena Dagdag-Andaya, James Davenport, Kauionalani Fukuda, Emily Ishida, Josephine Lum, James Merchant, John McDermott, Jan Mori, Deborah Niyongabo, Lani Sakamoto, Tani Salazar, Cristina Valenzuela, Jason Wong, and Jeffrey Woodland.

Guests present: Kā'ohimanu Dang Akiona, M.D.

APPROVAL OF MEETING MINUTES

The draft minutes of the November 7, 2025 in-person and Zoom PABEA meeting were approved as circulated.

CHAIR'S REPORT

Beverly has been in touch with Caroline regarding today's modified PABEA meeting agenda.

LEGISLATIVE COMMITTEE

Rick reported that the Committee met this morning. Dr. Akiona provided a presentation to the Committee today.

Dr. Akiona introduced herself. Dr. Akiona owns an independent, integrated medical practice serving rural Hawai'i Island and Moloka'i.

Rick reported that Dr. Akiona will be having a healthcare bill introduced in the next legislative session. At its next meeting or at a special meeting, the Committee will vote on the legislative priority issues to recommend to PABEA for its approval and support during the next legislative session.

PLANS AND PROJECTS REVIEW COMMITTEE (PPRC)

Lisa thanked Area Agencies on Aging (AAAs) for their reports and for including in their reports how the AAAs identify their at-risk kupuna during emergencies.

RECOGNITION AND AWARDS COMMITTEE (RAC)

Rick reported that 15 Craigside has agreed to host the 2026 Older Americans Month (OAM) celebration. The January PABEA agenda will include items to discuss potentially changing the date, time, and menu for the 2026 OAM celebration.

UNFINISHED BUSINESS: PABEA Hawaii Revised Statutes 349-4

Caroline is seeking clarification from the Office of Information Practices (OIP) on potential alternatives to revising the statutes to decrease the required minimum of 12 PABEA meetings per year to a required minimum of 7 PABEA meetings per year.

EOA DIRECTOR'S REPORT

Attached is Caroline's report.

Caroline reported that EOA met with the County Executives this morning. Caroline wished all Happy Holidays and thanked all for their support this year. Caroline provided highlights from her report:

- The Administration for Community Living (ACL) unveiled a revised mission, vision, and set of principles aimed at advancing the "Make America Healthy Again" (MAHA) agenda. These updates emphasize building the capacity of grant recipients, aligning funding streams, and reinforcing ACL's role in the broader health ecosystem. The updated strategic priorities now include caregiving, connecting people to services, whole-person health, employment, and the protection of rights and prevention of abuse.
- November was National Family Caregivers Month, a time to recognize and support the vital role of caregivers. This year's theme, "Plug-in to Care," was introduced by the Caregiver Action Network and focused on helping caregivers connect with essential tools, trusted networks, and educational resources. A series of webinars throughout the month addressed topics such as building caregiver-friendly workplaces, finding strength in community, and managing the intergenerational balancing act of caring for both children and aging parents.
- As part of the ongoing Dementia Awareness Campaign, Caroline appeared on HI Now Daily on November 14, 2025 to spotlight caregiving. Later that week, Caroline was featured on KHON2 promoting the needs of caregivers across the State.
- Caroline represented EOA at World Planning Day at the University of Hawai'i on November 6, 2025. The event provided a valuable platform to discuss the EOA's planning needs with future urban and regional planners.

- EOA is transitioning to a new database.
- Medicare Open Enrollment ends on December 7, 2025.
- Candace Nakamoto is transferring to DOH after 8 years with EOA.
- November 2025 is the last full month of the Hawaii Dementia Initiative (HDI) public awareness campaign. The campaign was aimed at increased awareness around brain health and early detection. HDI sent resources and toolkits to all legislators at the State Capitol.

Considering the impact of potential reductions in Federal funding, the next legislative session might be difficult for the legislature. The Governor's office has asked EOA to refrain from proposing any new projects or any bills with appropriations. Thus, EOA has not submitted any requests for the next legislative session. EOA can support legislation that aligns with EOA's strategic plans and its policy-related legislation or its legislation without appropriations.

EOA is implementing projects approved in prior legislative sessions, such as Medi-Medi.

Caroline encourages PABEA members to submit testimony for bills approved by EOA and PABEA. PABEA members also can testify as individuals from the public.

PUBLIC TESTIMONY

No public testimony was offered.

APPOINTED MEMBERS' REPORTS

No appointed members' reports were offered.

EX-OFFICIO MEMBERS' REPORTS

Kathy Ishihara announced that Medicaid Director and Med-QUEST Division Administrator Judy Mohr Peterson will be retiring on December 31, 2025. She has served as Hawaii Medicaid Director for the past 10 years. Med-Quest Assistant Administrator Meredith Nichols will serve as the interim Med-QUEST Division Administrator. Kathy reported that Judy said in an email, *"It has been an honor, and I have much gratitude to have had the opportunity to work with people in Hawaii. They are truly amazing people."* On behalf of DHS and its Med-Quest Division, Kathy wished all a safe Holiday Season.

Attached is Alan Burdick's Department of Labor and Industrial Relations, Office of Community Services report to PABEA dated December 5, 2025.

HAWAII COUNTY OFFICE OF AGING (HCOA)

Attached is Kauionalani's November 2025 Hawaii County AAA Executive Report.

CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION (EAD)

Attached is Derrick's City and County of Honolulu AAA Executive Report dated November 21, 2025.

KAUAI AGENCY ON ELDERLY AFFAIRS (KAEA)

Attached is Emily's November 2025 Executive Report for KAEA.

MAUI COUNTY OFFICE ON AGING (MCOA)

Attached is Rowena's December 2025 MCOA report to PABEA.

Rowena reported that the Maui County Senior Fair was an enormous success. The Fair featured a caregiver panel and Bingocize and EnhanceFitness demonstrations. MCOA will launch a Bingocize program in January 2026. A request for proposal (RFP) was issued this past week for a supplemental food program for seniors participating in the congregate meal program. The seniors will be provided with locally sourced fruits and vegetables and with education on how to cook and/or serve the fruits and vegetables.

ANNOUNCEMENTS

- PABEA Monthly Meeting: Friday, January 9, 2026, 12:00 p.m.
- Kupuna Caucus Meeting: Friday, December 5, 2025, 2:00 p.m. via Zoom.

Beverly and Caroline wished all a happy and safe Holiday Season.

ADJOURNMENT OF PABEA MEETING

Beverly adjourned the meeting at 12:24 p.m.

POLICY ADVISORY BOARD ON ELDER AFFAIRS- Director's Report
November 2025

Federal landscape updates

Congress: The month began with the conclusion of the longest government shutdown in U.S. history, which ended on November 14. While this brought some relief, the full reopening of government operations and the resumption of vital programs will take time. As of this report, EOA has not yet received its federal appropriation under the Older Americans Act for Federal Fiscal Year 2026. In response, the agency is closely monitoring expenditures in collaboration with the Area Agencies on Aging (AAAs) and is strategically managing the use of remaining 2025 funds to bridge potential gaps.

At the federal level, the Administration for Community Living (ACL) unveiled a revised mission, vision, and set of principles aimed at advancing the “Make America Healthy Again” (MAHA) agenda. These updates emphasize building the capacity of grant recipients, aligning funding streams, and reinforcing ACL’s role in the broader health ecosystem. The updated strategic priorities now include caregiving, connecting people to services, whole-person health, employment, and the protection of rights and prevention of abuse.

Director's Updates

November also marked National Family Caregivers Month, a time to recognize and support the vital role of caregivers. This year’s theme, “Plug-in to Care,” was introduced by the Caregiver Action Network and focused on helping caregivers connect with essential tools, trusted networks, and educational resources. A series of webinars throughout the month addressed topics such as building caregiver-friendly workplaces, finding strength in community, and managing the intergenerational balancing act of caring for both children and aging parents.

On the local front, Director represented EOA at World Planning Day at the University of Hawai‘i on November 6. This event provided a valuable platform to discuss the agency’s planning needs with future urban and regional planners. As part of the ongoing Dementia Awareness Campaign, Director appeared on Hi Now Daily on November 14 to spotlight caregiving, and later that week, she was featured on KHON2 to further promote the needs of caregivers across the state.

Program Updates

New Database: The agency finalized a contract with **Mon Ami**, a new database vendor selected for its cost-effectiveness and user-friendly interface. This system will replace the legacy Wellsky

platform and is scheduled to go live in **mid-March 2026**. In preparation, EOA staff engaged with the four Area Agencies on Aging during the week of November 17 to learn more about the system and implementation timeline.

ADRC: The ADRC website continues to grow and expand. The Honolulu elderly affairs division landing page and resources went live in October 2025. Please check out hawaiiadrc.org.

SHIP Open Enrollment and Farewell:

- SHIP has once again survived Medicare Open Enrollment which ends on December 7, 2025. A huge mahalo to Candace, Jaz, JD, James, Stella and Lei under the careful guidance of Lani Sakamoto for making this 2025 OEP a huge success.
- It is bittersweet as we acknowledge 8 years of dedication by the courageous and knowledgeable SHIPmate, Candace Nakamoto. Candace will be leaving SHIP and setting sail for new adventures within the Department of Health.

Hawaii Dementia Initiative

November is the last full month of the HDI public awareness campaign. The campaign was aimed at increased awareness around brain health and early detection. We look forward to reporting back the analytics and success of the campaign in the near future.

Submitted by:

Caroline Cadirao, Director
Executive Office on Aging

Happy Holidays!!!

OFFICE OF COMMUNITY SERVICES

**Alan B. Burdick, Administrator for Research, Planning and Resource
Development & Program Specialist for the Senior Farmers' Market Nutrition Program**

Report to Policy Advisory Board for Elder Affairs – PABEA – for December 5, 2025

On November 14, 2025, the Office of Community Services – OCS – submitted the State of Hawaii's State Plan for the Senior Farmers' Market Nutrition Program to the Western Regional Office of the U.S. Department of Agriculture (USDA). We have received acknowledgment of the submission but no substantive response yet. This very popular seasonal program is likely to launch in April 2026, and we expect that we will only be serving around 7,500 people, down from about 8,000 last year. We will keep you apprised.

Meanwhile, we remain cautiously optimistic that USDA has not sent any signals that the booming TEFAP program will be subjected to new limitations anytime soon. In my prior report, I pointed out that TEFAP has very generous income ceilings and very easy access to supporting agencies where people can receive food. Persons interested in TEFAP services should contact their respective food banks.

Questions? Comments? Need for help? Call me: 808-586-8670.



Hawaii County AAA Executive
Report Submitted by
Kauionalani Fukuda
Date: September 2025

Mission Statement

To assist older individuals to live independently and with dignity at home, while remaining active and engaged in their communities for as long as possible. The AAA's serve as leaders on aging by planning, developing, funding, and implementing through the local aging network a coordinated system of aging and home and community-based services (HCBS) for older individuals who reside in their Planning and Service Area's (PSA's).

Vision Statements

Note: The listed goals are drawn from the Hawai'i State Plan on Aging 2023–2027. All headings and objectives are taken directly from each respective Area Plan on Aging.

Goal 1: Hawaii's older adults have opportunities to live well.

Nutrition: Health & Well Being

Objective 1: Improve the health and well-being of older individuals by reducing hunger, food insecurity, and malnutrition among older individuals.

Achievements:

HCOA provided home-delivered meals and congregate meals to older adults across Hawai'i Island. These meals ensured kupuna maintained consistent nutrition despite mobility or financial challenges. Participants reported that regular meal access supported their independence and overall health.

Nutrition: Social Well-Being & Reduced Isolation

Objective 1: 50% of program participants will maintain or improve their social well-being and reduce feelings of isolation through nutrition socialization, recreational, and educational activities.

Achievements:

Congregate dining programs welcomed kupuna at community centers and meal sites. Alongside meals, participants engaged in cultural activities and group discussions. These interactions directly reduced feelings of isolation for older adults, especially in rural communities.

Anticipating an increase in participation given the federal government ongoing shutdown and cessation of SNAP benefits.

Health Promotion: Fall Prevention

Objective 1: Improve the health and wellbeing of our older individuals through promotion of

Fall Prevention Awareness.

Achievements:

Working through staffing shortage

Objective 2: *50% of seniors who receive information and/or training on fall prevention awareness and practices will decrease their risk of falls by making changes to their environment.*

Achievement:

Working through staffing shortage

Objective 3: *50% of seniors who received fall prevention awareness will be able to increase their feeling of safety.*

Achievements:

Legal Services

Objective 1: *Eligible older individuals requesting legal services will be referred for legal assistance.*

Achievements:

HCOA referred older adults to legal aid for support with wills, housing, and consumer protection issues. These referrals provided timely access to legal protections that help safeguard seniors' rights.

Objective 2: *50% of older adults referred for legal services will report satisfaction with the legal services provided.*

Achievements:

Client satisfaction surveys collected by Legal Aid Hawai‘i reflected strong positive feedback. Older adults reported greater confidence navigating legal challenges after receiving assistance.

Healthy Aging

Objective 1: *Conduct outreach and marketing activities to increase awareness of BCBH program.*

Achievements:

Continuation of BCBH

Objective 2: *Identify and refer potential trainers to increase the level of BCBH Lay Leaders.*

Achievements:

Transportation

Objective 1: *Older individuals will receive transportation to medical health services, shopping assistance, and access to other community resources, including congregate meal*

sites and recreation activities.

Achievements:

HCOA supported kupuna to medical appointments, shopping, and congregate meal sites. Transportation services reduced missed medical visits and improved access to essential resources for homebound seniors.

Outreach

Objective 1: Older adults and/or caregivers who receive outreach services and resources will be registered.

Achievements:

ADRC conducted several outreach events for the month of November.

Goal 2: (COVID-19) Hawai'i's older adults are prepared for health threats and disasters.

Objective 1: HCOA/ADRC will increase access to emergency preparedness and response information via the website so older adults and people with disabilities will be better informed of disaster preparedness protocols and procedures, and how to be safe in the even of a natural or man-made disaster.

Achievement:

1. ADRC Updates: The ADRC ADS Leilani, created a Fire Prevention newsletter in honor of fire prevention week in early October. The newsletter was distributed to nutrition program sites, senior housing sites, resource fairs and on hand for pick up at our offices. Copy of newsletter attached.
2. The ADRC co-hosted and participated in the East and West side Developmental Disabilities Leg. Forums with DD Council Hawaii
3. ADRC participated in the Akamai Living Fair in Hilo which was attended by over 200 Kupuna and caregivers.
4. The ADRC keep abreast of developments regarding SNAP benefits and maintained an active list of food supply pop ups and programs to direct those in need too. Also keep up to date on state, OHA, and other programs providing \$ for food during SNAP delay. We made ourselves available to assist with applying for food distribution sites.

Emergency Management: HCOA/ADRC keep data on those residing in Lava zone and title wave zones and can pull reports if needed. We can provide contact information for people in our system as needed for fire, flooding, power outage risks to those requesting information.

Goal 3: (Equity) Hawaii's underserved populations have equitable access to programs and services.

Objective 1: Annually increase by 25% HCOA/ADRC outreach activities focused towards reaching diverse older adults.

Achievements:

The ADRC promoted resources and services at Lapahoehoe Library, Pepeekeo Sr. Club, Kona Senior Housing complex and Papa'aloa congregate meal site. ADRC participated in the Akamai

Senior Living Fair on September 6th in Hilo and provided information and materials to over 200 kupuna and/or caregivers.

The ADRC is currently communicating with rural areas to secure sites we can hold monthly counseling's, application support and training. Currently finalizing plans to be available monthly at Honoka'a Library and Mountain View and Kau Senior club/nutrition sites.

Objective 2: HCOA/ADRC will increase language options for educational and informational written materials by 35%.

Achievements:

Objective 3: By the end of FFY24, ADRC will create and implement a need assessment questionnaire designed to capture the needs of diverse older adults.

Achievements:

ADRC updated needs assessment and has distributed it to HCNP, through walk-ins in ADRC lobby, and outreach events. Aiming for 500-1000 needs assessment completed.

Objective 4: By the end of FFY27, 75% of materials produced and/or distributed by the HCOA/ADRC will be revised to include an ADRC Equality Statement.

Achievements:

Goal 4: (Expanding Access to HCBS: Home and Community-Based Services are fundamental to making it possible for older adults to age in place) Hawaii's older adults and people with disabilities will age in place.

Objective 1: ADRC will host, market, and/or participate in a minimum of seven (7) outreach activities each year across Hawai'i Island.

Achievements: ADRC staff have hosted several outreach events within November, HCOA has collaborated with Hilo Intermediate to provide several kupuna and youth events.

Objective 2: ADRC will gather information on outreach topics preferred by ADRC's target population and create outreach efforts in accordance with desired topics.

Achievements:

Aging and Disability Specialists are finalizing development of Aloha 'Oe: Planning for Your Sunset, a new educational presentation on end-of-life planning, created in response to feedback from kūpuna and caregivers.

Objective 3: ADRC will facilitate collaboration between ADRC and outside entities to enhance connections to services and resources for individuals.

Achievements:

The ADRC continue to host Kupuna Task Force to collaborate with other entities. HCOA planning future collaborative events with community organizations and even insurance companies to bring more health care activities and outreach

Home and Community Based Services

Objective 1: The ADRC will provide Option Counseling sessions to seniors, caregivers, and disabled individuals to provide awareness of LTSS and HCBS programs and services.

Achievements:

Ongoing options counseling have been conducted, especially during government shutdown to help provide information and resources to the community.

Objective 2: ADRC practices will support the connection of individuals to LTSS and HCBS for eligible individuals.

Achievements:

ADRC staff directly connected dozens of kupuna to Kupuna Care and Medicaid waiver programs. This linkage improved access to personal care, homemaker, and respite services.

Objective 3: HCOA will provide Kupuna Care services to eligible seniors requiring HCBS to promote their ability to age in place safely and with dignity.

Achievements:

HCOA delivered Kupuna Care services such as homemaker and personal care to seniors across Hawai‘i County. These supports allowed kupuna to remain safely at home.

Objective 4: Authorized Kupuna Care cases will meet internal performance and quality standards as referenced in the Kupuna Care Guidelines.

Achievements:

All authorized Kupuna Care cases met quality standards outlined in program guidelines. Regular monitoring ensured services were delivered effectively and safely.

Eligible Hawaii County residents have the opportunity to obtain a Disability Parking Placard

Objective 1: Provide access for submittal of Parking Placard applications island-wide.

Achievements:

HCOA continued to process parking placard applications for kupuna and individuals with disabilities. This improved mobility access and community participation across the island. Due to staff shortage adjustments needed to be made to placard processing but it has continued island-wide.

Goal 5: (Caregiving: Enhancing services and supports for caregivers) Hawai‘i’s caregivers have a broad array of services and supports to effectively care for their loved ones.

Objective 1: Caregivers who receive support such as counseling, training, and information provided by HCOA/ADRC will indicate that they are better prepared to perform caregiver duties.

Achievements:

Caregivers received training and counseling support through ADRC's workshops in Hilo and Kona. Participants reported feeling more confident in managing caregiver duties. Continued work with caregivers will be implemented at HCOA

Objective 2: Annually, caregivers who received caregiver respite services will be able to report they feel a decrease in caregiver burnout.

Achievements:

Through the Kupuna Caregiver Respite program, families received respite support in October. Caregivers noted reduced stress and improved ability to continue providing care.

Objective 3: Caregivers served will be able to identify self-care needs and implement best practices to maintain personal self-care needs.

Achievements:

Grandparents Raising Grandchildren

Objective 1: Older relative caregivers in Hawaii County will receive support services that provide a respite from caregiving.

Achievements:



City and County of
Honolulu AAA
Executive Report
Submitted by Derrick

Ariyoshi

Date: 11/21/2025

Mission Statement

Develop a comprehensive and coordinated system of services that assists older adults in leading independent, meaningful and dignified lives in their own homes and communities for as long as possible.

Vision Statements

Philosophy

We value all people and believe that they have the right to be treated with respect, to make their own choices, and to live with dignity in supportive communities.

Note: The listed goals are drawn from the Hawai‘i State Plan on Aging 2023–2027. All headings and objectives are taken directly from each respective Area Plan on Aging.

Goal 1: Hawaii’s older adults have opportunities to live well.

Objective 1: Increase awareness of available resources and supports to age in place.

Achievements (OCTOBER):

- **Website Redesign:** The website is scheduled to go live in early November. EAD is updating the resource database and coordinating with the provider to integrate the information into the site.
- **Outreach:** I&A participated in one outreach event, engaging with a total of participants
 - **10/17/2025-** Great Senior Harvest
- **Presentations:**
 - **10/9/2025** – In-service with Department of Health, Public Health Nursing Branch
 - **10/27/2025-** In-service with the Honolulu Authority for Rapid Transportation

Objective 2: Develop new programs and/or increase existing programmatic capacity so older adults, caregivers, and individuals with disabilities are able to participate in programs that support their ability to live well.

Achievements (OCTOBER):

- **Health Promotion Program.** Additional funding was provided to Child and Family Services to increase capacity (No Update)

Goal 2: Hawai'i's older adults are prepared for health threats and disasters (COVID-19).

Objective 1: Provide information and resources to older adults and their caregivers to be better prepared for emergencies (natural, man-made, health).

Achievements (OCTOBER):

- *10/02/2025* – Joined AARP and SBP in their webinar, Creating Disaster Preparedness Plans for Independent Kūpuna Housing, presented to Honolulu County kūpuna housing property management agencies. Co-presented information with DEM on emergency preparedness information and kūpuna resources in this second session.
- *10/13/2025* – Met with Department of Emergency Management to discuss collaboration in re-branding emergency preparedness literacy materials specific to Honolulu County in an effort to ensure we are providing residents consistent messaging and the most relevant resources.

EAD uses key information collected during the assessment process to identify vulnerable and at-risk seniors who receive services. Key elements include

- Live alone
- At or below poverty
- High Nutritional risk
- 3 or more ADL (Activity of Daily Living) impairment

Goal 3: Hawaii's underserved populations have equitable access to programs and services.

Objective 1: Increase accessibility of programs and services to underserved populations.

Achievements (OCTOBER)

- ***Senior handbook*** Korean translation of the Kūpuna Handbook completed printing on October 1st, 2025. Distribution began on October 4th, 2025 at an event hosted by The United Korean Association of Hawai'i
- ***Website Redesign.*** In November, the website will be live, and all information will be accessible in multiple languages

Goal 4: Hawaii's older adults and people with disabilities will age in place (HCBS).

Objective 1: Increase accessibility of Home Care Based Services (HCBS) for older adults and person with disabilities to age in place.

Achievements (OCTOBER):

- Participant Direct Care Program had 2 new referrals.
- Discharge Meal program had 1 referral

Goal 5: Hawai'i's caregivers have a broad array of services and supports to effectively care for their loved ones.

Objective 1: Increase awareness of services and support for caregivers.

Achievements (OCTOBER):

- ***Caregiver Training Course:*** Surveyed City and County employees on interest in a caregiver training course; positive feedback received. Training scheduled for fall 2025 (No Updates)
- ***Caregiver Resource Handbook:*** Began reviewing existing materials and drafting updated handbook content (No updates)

Objective 2: Increase access to services and support for caregivers.

Achievements (OCTOBER):

- **Media Campaign:** The Alzheimer's Association commercial has been completed and added to the rotation on September 16, 2025, along with the three other EAD-sponsored caregiver commercials

Report Month: October

Summary of Calls

EAD recorded **5,498 contacts**, including **2,755 incoming calls**, **2,157 outgoing calls**, **222 home visits**, and **44 referrals**.

Furthermore, EAD engaged with **1,664 participants** through **outreach events**

Data reflects the period July 1, 2025, to June 30, 2026

Month	Email	Home Visit	Incoming	Mail/Fax	Outgoing To	Referral	Text	Walk-In	Total
July 2025	87	50	713	6	473	15	0	2	1346
August 2025	68	46	608	1	458	12	0	4	1197
September 2025	47	43	625	1	506	6	0	6	1234
October	93	83	809	0	720	11	2	3	1721
Total	295	222	2755	8	2157	44	0	15	5498

Top 5 Call Topics

Topic	# Calls
Home Delivered Meals	980
Transportation - Non-Medical	716
Transportation - Medical	386
Personal Care	381
Homemaker	380

Summary of Service Delivery

Between July 1, 2025, and October 31, 2025, EAD provided at least one registered service to **3,133 participants**. Additionally, in-home services, including primary core services funded by state and federal sources, were delivered to **1,112 participants**.

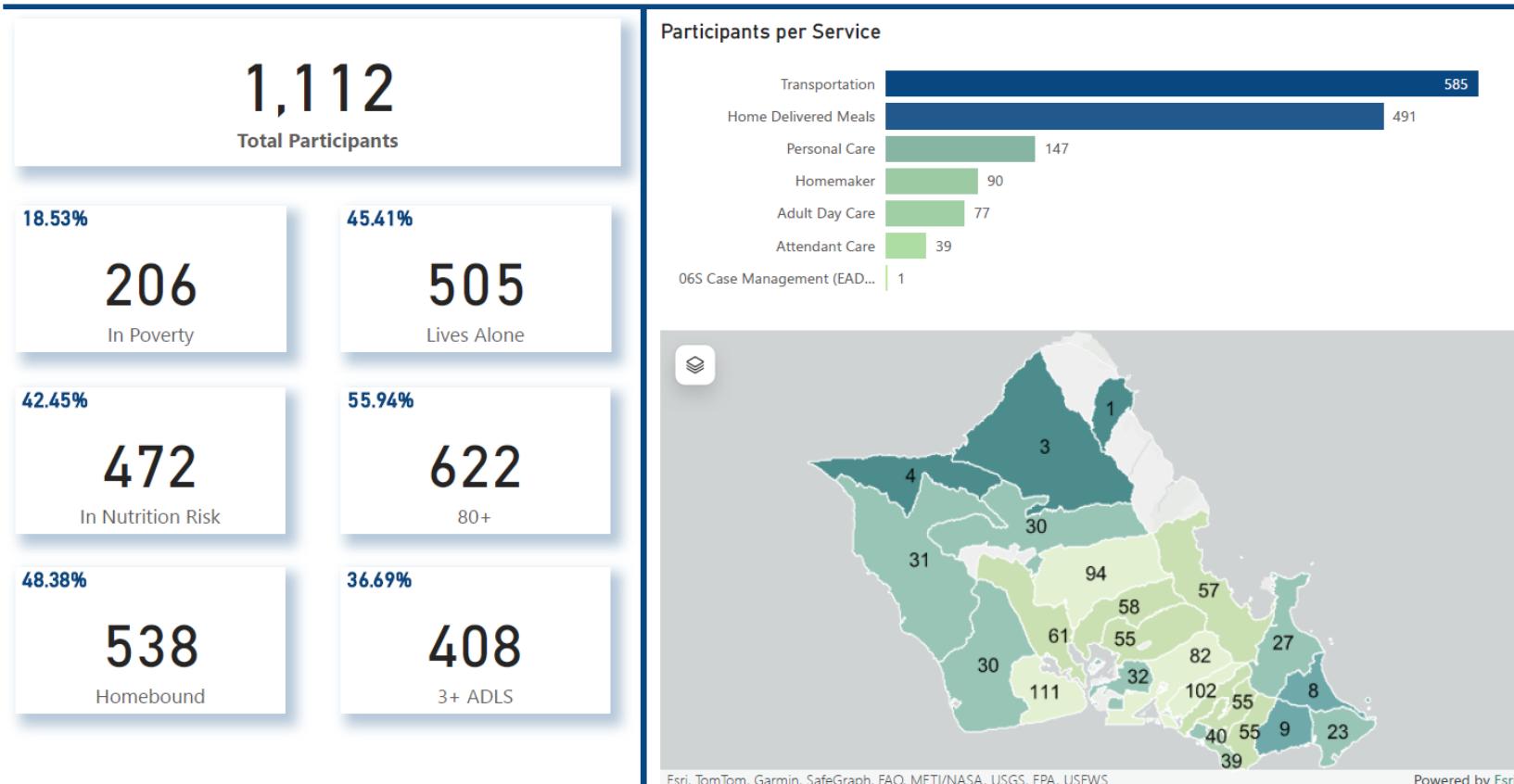
Funding Source	Service	# Participants	Units
Kupuna Care	Personal Care	115	2,803
	Homemaker	90	1,319.50
	Home Delivered Meals	310	17,620
	Adult Day Care	77	30,672
	Transportation	112	1,081
	Check-in Care - 15 Minute Visit	3	61
	Attendant Care/Supervision	39	701.50
Title III	Home Delivered Meals	185	13,186
	Transportation	483	4,014
Total		1,112	71,468

Waitlist

114 participants are waiting for services.

Service	#Participants	Average Wait Time in Days
Personal Care	54	253
Homemaker	81	344
Adult Day Care	3	444
Attendant Care	12	241
Housing	1	232

ELDERLY AFFAIRS - DEMOGRAPHIC REPORT - STATE FISCAL YEAR 202





November 2025 Executive Report

Submitted by Emily Ishida

Mission Statement

The Agency on Elderly Affairs (AEA), as the designated lead County agency, plans, implements, supports and advocates for the well-being of older adults, and as the Aging and Disability Resource Center (ADRC) serves as a one stop source of information on long term care support options and services for all residents.

Vision Statements

- *Older adults will live independently at home or in the community with dignity and respect.*
- *Family caregivers receive adequate support to care for their older adults.*
- *Older adults, persons with disabilities and family caregivers will make informed choices and have streamlined access to long-term care support.*

Goal 1: Hawaii's older adults have opportunities to live well.

Objective 1.1: Increase opportunities for older adults to live well by raising awareness of agency services and other resources through outreach events.

- Efforts to coordinate outreach events have been successful.
 - 11/22/25 Kekaha Outreach event
- In service meetings with specific providers/partners have begun, starting with APS. Building relationships and learning about one another as there are new staff and new programs/procedures.
- Hoike public television recordings are part of outreach, most recent recording completed for ADRC component
- 2 Brochures-AEA and RSVP and 2 Flyers- Congregate meal and ADRC were finalized and able to be distributed at outreach

Objective 1.2: Prevent elder abuse by forging new partnerships and collaborations with key stakeholders and strengthening AEA's Elder Abuse Education and Awareness Campaign.

- Next nucleus meeting to prep for 2nd Quarter Kauai Elder Justice meeting scheduled for next month.

Objective 1.3: Increase financial literacy among older adults to reduce incidents of financial fraud and scams and other forms of financial abuse by offering education and fraud prevention events.

- No updates.

Objective 1.4: Improve the well-being of older adults with chronic diseases through participation in self-management education programs.

- **Better Choices Better Health:** Rice Camp group are at Session 16 and next meeting scheduled for Tuesday 11/25/2025. BCBH Hanalei group, Instructor Winnie and Program Specialist completed session six on 11/12/2025 with all three completing the workshop. Program Specialist did a presentation for Foster Grandparents program on 11/10/2025. Topics included BCBH and EF and the importance of staying active and making healthy choices. Was able to draw the attention of a few more interested participants. Participated in the Alzheimer's Association outreach/walk at the Puakea Golf course where EF and BCBH set up a table to promote healthy aging programs and represent AEA. Executive observed an east side EF class and we are working to encourage more participants to sign up for congregate meals.

Objective 1.5: Improve the well-being of older adults through participation in the EnhanceFitness Program.

- **EnhanceFitness:** Continue to have EF classes islandwide. There are Hanalei-17 enrolled, Lihue 1-19 enrolled, Lihue 2 11 enrolled, Kapaa- 20 enrolled and Senior Zoom-13 participating. Between 10-1-2025 to 10-31-2025, 5 new participants enrolled.
- Kay Kuwamura and Program Specialist planned an EF Development Training Day with the EnhanceFitness instructors at Kilauea on 11/07/2025. Instructors were able to network outside of class and have team building activity.

Objective 1.6: Improve the well-being of older adults by educating them, their families, and caregivers, on fall prevention and providing in-home fall prevention evaluations and home modifications.

- Between October 17, 2025, and November 16, 2025, falls prevention home visits were completed at five homes, serving a total of six Kupuna (no appointments conducted on November 11, 2025 due to the holiday).
- Between October 17, 2025, and November 16, 2025, there were 3 three-month Falls Prevention follow-up calls conducted. Of these, 3 participants reported no falls since their home visit, while 0 reported experiencing one or more falls. In addition, 3 stated that they would recommend the program to others.
- Currently working closely with our Fire Dept. to strengthen the Falls prevention program to foster engagement in the program by ensuring they bring proper equipment and manpower to all apts.
- Received feedback below:
“Loved the care provided to my 97-year-old dad — it really helped get him out of the house.”

Objective 1.7: Identify and implement opportunities to strengthen the capacity of the Agency on Elderly Affairs as the designated Area Agency on Aging and ADRC, Aging and Disability Resource Center.

- Progress on the partnership between the Agency on Elderly Affairs and Habitat for Humanity Kauai continues to move forward. The referral application is currently under review by the County Attorney for approval.

Objective 1.8: Improve home and community-based services by increasing capacity.

- In-Service Provider Waitlist:
 - Assisted Transportation: 14
 - Homemaker: 35
 - Personal care: 20
 - Respite: 20
 - Chore: 4

Goal 2: Hawaii's older adults are prepared for future health threats and disasters.

Objective 2.1: Ensure the safety of older adults and their caregivers during future disasters by having an emergency plan in place.

- Six Kupuna who participated in the Falls Prevention Program between 10/17/2025 and 11/16/2025 have either created new disaster plans or reviewed their existing ones. A copy of each plan was left with them for use in the event of a disaster, and another copy was attached to their Wellsky file.
- Between October 17 and November 16, a total of 27 consumers were assessed. Of these, 16 reviewed or updated their existing disaster plans, while 11 developed new disaster plans for themselves and their families.
- AEA is in the process of updating our current Disaster Preparedness Guidebook with updates maps that shows current locations to go in the event of a disaster.
- Kauai County identifies vulnerable and at-risk populations during emergencies by taking into consideration the following: whether they live alone, how much support they have (family and social support), IADs and IADLs.

Goal 3: Hawaii's underserved populations have equitable access to programs and services.

Objective 3.1: Enable members of underserved populations to access more resources & services digitally, i.e., telehealth appointments, virtual activities.

- Kupuna connections completed 15 classes in the fall session, topics focused on fraud, artificial intelligence, and telehealth.
- The program is expanding with the partnership of Laulima, who offers night and weekend sessions.

Objective 3.2: Provide equitable opportunities for economically and geographically disadvantaged, those with limited mobility, limited transportation, and other underserved

populations, to improve their physical and emotional well-being by increasing the number of RSVP volunteers from those target groups.

- During this period, approximately 118 volunteers contributed approximately 2,043 hours of service at 28 different volunteer stations, performing 49 different jobs.

Goal 4: Hawaii's older adults and people with disabilities will age in place.

Objective 4.1: Reduce social isolation in older adults and people with disabilities by providing participants with opportunities to have regular contacts with a trained RSVP volunteer.

- During this period, RSVP volunteers provided approximately 14 hours dedicated to healthy futures: aging in place and access to care. Additionally, volunteers contributed approximately 608 hours dedicated to healthy futures: assisting soup kitchens, nutrition, physical activity, and food support.

Objective 4.2: Increase access to nutrition services to promote the health and well-being of older adults.

- Between October 17 and October 16, there have been 13 referrals for KIFB or HFBK food boxes. Of these referrals 5 have been identified as SNAP recipients.

Objective 4.3: Enable older adults to age in place by supporting efforts to access or sustain housing and food.

- Between October 17 and October 16, there have been 13 referrals for KIFB or HFBK food boxes. Of these referrals 5 have been identified as SNAP recipients.
- Between October 17 and November 16, 2025 ADRC staff evaluated a total of 27 Kūpuna for services. Of these, 16 received reassessments to ensure continued access to vital nutritional and in-home support, 11 were new assessments for core services.
- 2 active Case Management consumers were assisted by ADRC staff.
- Case Management assisted 2 consumers with housing reassessments from either their property manager or HUD.

Success Story:

“Conducted home visit assessment for a 92-year-old female who has historically declined all assistance. The consumer’s daughter was present during the visit. With her support, the consumer agreed to accept referrals for Home Delivered Meals (HDM) and Personal Care (PC) services.”

Objective 4.4: Explore additional resources for person-centered options of transportation.

- Between October 17 and November 18, there have been 4 referrals for the Senior Aloha Transportation Program

Objective 4.5: Enable older adults and caregivers to live in their communities through the availability of and access to high quality, long-term services and supports (LTSS) through the Kupuna Care Program.

- There are a total of 86 consumers are receiving Case Management (CM) services through KCP. The services provided include Personal Care (PC), Respite, Homemaker (HMMK), Assisted Transportation (ASST TRANS), and Chore services.
- In-Service totals:
 - ASST TRANS: 25
 - CHORE: 3
 - HMMK: 37
 - PC: 29
 - RESPITE: 11
- Reassessed:
 - 4 consumers with various CM services
- New assessment(s):
 - 2 new service for an existing consumer
- Removed:
 - 3 consumers who were receiving various CM services were removed due to being placed in LTC, deceased, or refused services.
- For the Community Living Program (CLP), offered through the State Executive Office on Aging, is also available to eligible participants, the CM conducted 1 new assessment.

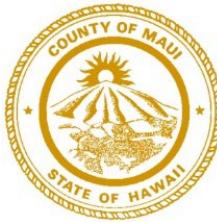
Goal 5: Hawaii's caregivers have a broad array of services and supports to effectively care for their loved ones.

- **Objective 5.1:** Enhance support systems of caregivers through support groups and available resources.
- Kauaiadrc.org website continues to be under construction however the "contact us" button is enabled. We received fourteen referrals through the ADRC website for this report period.
- A total of three caregiver support groups was held by the Alzheimer's Association during this report period. There was a total of eight attendees.
- The Alzheimer's Association provided two trainings: "Dining without Whining - Bubbles without Troubles: Strategies for Easier Mealtimes and Bathing". It was attended by eight individuals. One of these individuals identified as a caregiver. "Healthy Living for Your Brain and Body" was attended by 9 individuals. One of these individuals identified as a caregiver
- Caregivers Corner with Doctor Dennis Pezzato provided counseling for six individuals during this period.
- Kupuna Corner with Doctor Dennis Pezzato provided counseling to zero individuals during this period.

RICHARD T. BISSEN, JR.
Mayor

LORI TSUHAKO
Director

JESSICA CROUSE
Deputy Director



**DEPARTMENT OF HUMAN CONCERNS
MAUI COUNTY OFFICE ON AGING
AN AREA AGENCY ON AGING
COUNTY OF MAUI
95 MAHALANI STREET, ROOM 20
WAILUKU, MAUI, HAWAII 96793
PHONE: (808) 270-7755**

Maui County Office on Aging
Monthly Report to the Policy Board for Elder Affairs
Report Submitted by Rowena Dagdag-Andaya
December 2025

Mission Statement

To promote independence, protect the well-being, and preserve the dignity of older adults in Maui County.

Vision

We envision Maui County's older adults, persons with disabilities and family caregivers will be provided community supports that promote self-determination and optimal quality of life while respecting their cultural values and beliefs.

Values

Respect – Humility – Integrity – Accountability – Compassion – Team Cohesiveness

Note: The listed goals are drawn from the Hawai'i State Plan on Aging 2023–2027. All headings and objectives are taken directly from each respective Area Plan on Aging.

Goal 1: Hawaii's older adults have opportunities to live well.

1-1: Objective to meet goal: Support community initiatives, agencies and programs that assist older adults to stay healthy, active and socially engaged.

Effectiveness Measure(s):

- 75% of surveyed participants report having positive, meaningful lives.
- 80% of participants report increased awareness of community resource programs.

- 100% of partner agencies report satisfaction with MCOA support and technical assistance.

December 2025 Update:

While participants indicated awareness of community resource programs, we must also continue participating in outreach events to share information about our programs and services. MCOA recently participated in the following events between July 1, 2025 to August 31, 2025:

- Alzheimer's Association Walk to End Alzheimer's, 11.22.25 – 600 participants
- Maui County Senior Fair, hosted by the Maui County Office on Aging and Maui Economic Opportunity, 11.15.25 – 1000 participants
- Lana'i Health Fair, hosted by Lana'i Kinaole, 11.01.25 – 100 participants
- Maui Adult Day Care Centers Annual Caregiver Walk, 10.25.25- 300 participants
- 2025 Legislative Forum hosted by the Hawaii State Council on Developmental Disabilities, 10.21.25 – 150 participants
- Abilities Resource Fair hosted by MCOA at the Queen Kaahumanu Shopping Center, 8.23.25 – 300 participants
- AARP Social Security 90th Anniversary Ice Cream Social, 8.9.25 – 150 participants
- Molokai Kupuna Resource Fair hosted by MCOA at Mitchell Pauole Center, 8.8.25 – 100 participants (included a presentation by Dorothy Colby)
- Hapai Kupuna Resource Fair in Hana hosted by Ma Ka Hana Ka Ike, 6/27/25 – 70 participants

1-2: Objective to meet goal: Ensure that evidence-based health and fitness programs are readily available to older adults and persons with disabilities throughout Maui County.

Effectiveness Measure(s):

- 90% of EF classes remain at capacity.
- 75% of EF participants demonstrate improved or maintained levels of physical functioning.
- 90% of MCOA outreach events, presentations, speaking engagements, multi-media, etc. will include written information regarding EF.

MCOA will establish virtual and fitness checks in person EF classes in Hana, Moloka'i and Lana'i.

December 2025 Update:

There are 200 participants with over 100 individuals on a waitlist. Classes are held in the following locations: Waiakea Gym (Kula), Binhai At Ani (Kahului), Hali'imaile Gym (Makawao/Pukalani), Hale O Lanakila (Wailuku), Remote (Zoom Link). A recent addition to our Enhance Fitness program is an adaptive fitness class for participants who need to exercise while sitting down. This allows participants in wheelchairs to participate.

Our Enhance Fitness coordinator is currently looking for available locations and instructors for South Maui, West Maui, Hana, Lana'i and Moloka'i.

We will be starting a new evidence based fitness program called Bingocize® at the Kelea Foundation in January 2026. Bingocize® is an evidence-based health program that combines simple physical exercises with the familiar, fun format of bingo to improve strength, balance, and cognitive engagement in older adults. It helps participants stay active, socially connected, and confident in maintaining their independence.

1-3: Objective to meet goal: Promote a comprehensive falls prevention program within the County of Maui.

Effectiveness Measure(s):

- 100% of seniors receiving home and community-based services through MCOA will receive falls risk screening.
- 100% of seniors deemed at risk for falls receive a referral for an in-home fall risk assessment.
- 75% of Enhance®Fitness participants maintain or improve balance as demonstrated by fitness checks

December 2025 Update:

MCOA participants continue to receive a falls risk screening during an initial core assessment and their reassessment. Referrals are made to organizations that include Habitat for Humanity who can assist with in-home modifications, or Na Hoaloha for their friendly visiting and telephone reassurance program. Na Hoaloha has also developed a falls prevention volunteer program that deploys volunteers into the community to assist residents in identifying environmental factors that contribute to falls. Volunteers provide outreach and education in the public about the impacts of falls.

1-4: Objective to meet goal: Increase opportunities for purpose and fulfillment by addressing isolation and loneliness.

Effectiveness Measure(s):

- 100% of those assessed with having feelings of isolation and loneliness will be offered the opportunity to have a corresponding support plan goal.

December 2025 Update:

Our partnership with Na Hoaloha includes a Friendly Visitor and Telephone Reassurance program where volunteers are matched with participants and provide companionship, entertainment, recreation, and some light house keeping tasks and meal preparation. Volunteers also check in via telephone with participants on a daily, weekly, or monthly basis providing medication reminders and wellness checks.

Program participants identified as living alone are referred for services connecting them with Na Hoaloha and other agencies providing in-home services and support.

1-5: Objective to meet goal: Educate older adults and the community at large on abuse, neglect and exploitation so that risk of harm is reduced.

Effectiveness Measure(s):

- 90 % of individuals receiving information indicate increased knowledge and awareness of elder abuse.
- 100% of MCOA staff members will be trained annually to identify and report suspected incidents of abuse to APS.

December 2025 Update:

MCOA staff in collaboration with the County Prosecuting Attorney's Office provided the following groups with a presentation on Financial and Contractor Scams

- Maui Council on Aging – July 8, 2025
- Maui Economic Opportunity Senior Club Presidents – July 9, 2025

The audience in both meetings were interested in opportunities for additional education and presentation to various groups. The County Prosecutor's office has since been contacted by several other senior clubs for similar presentations.

1-6: Objective to meet goal: Strengthen efforts in continuing a multi-disciplinary approach to prevent, detect, assess, intervene and investigate elder abuse, neglect, and financial exploitation.

Effectiveness Measure(s):

- Meetings held every other month to discuss elder abuse updates and reporting measures. 100% of MCOA staff will receive annual training on identification, intervention and reporting elder abuse.

December 2025 Update:

MCOA continues to monitor calls and inquiries from the public regarding possible abuse and fraud cases and will assist individuals in creating reports to MPD.

MCOA staff participates in a monthly meeting with the Hawaii Association of Financial Institution Security Officers to obtain updates regarding incidents and training shared by financial institutions and law enforcement.

Goal 2 - Hawaii's older adults are prepared for future health threats

2-1: Objective to meet goal: Ensure that Maui County's elders and persons with disabilities are informed, educated and prepared for the wide variety of disasters that are common in the Pacific region.

Effectiveness Measure(s):

- 100% of MCOA participants have a personalized disaster preparedness plan.
- 100% of community service providers have a written disaster plan.

100% of Home-Delivered Meal recipients will receive a minimum of a five-day supply of emergency food rations during pre-hazard events

December 2025 Update:

MCOA participants that receive an annual reassessment develop a personalized disaster preparedness. MCOA will discuss emergency preparedness, planning, and identifying who to contact and where to go in the event of an emergency. This information is recorded in our database allowing us to generate reports that identify participants in a specific area affected by an emergency event. With advanced notice, we can run the reports and make calls to our participants, notifying them of an upcoming emergency event. Our database is updated every year when we conduct reassessments.

Smart 9-1-1 is another tool commonly used by municipalities. It is an emergency registry system that allows residents to create personal profiles with critical health and mobility information for first responders. Our Commission on Persons with Disabilities expressed interest in the potential implementation of Smart 9-1-1 and consulted with the Maui Emergency Management Agency (MEMA) to learn more about its benefits and limitations. While the tool offers helpful features, MEMA noted challenges with maintaining accurate and up-to-date information in the database, verifying the information provided, and addressing other operational and sustainability issues.

A meeting was held on 11/25/25 facilitated by the Hawaii Emergency Management Agency regarding a proposed program called Operation Golden Eagle. The purpose of the meeting was for HiEMA to gather input from various stakeholders for the transport of vulnerable older adults before a catastrophic major weather event.

2-2: Objective to meet the goal: Support community initiatives aimed at increasing COVID-19 and Influenza vaccination rates.

Effectiveness Measure(s):

- By December 2023, identify a baseline number of older adults 60 and over that have received a COVID-19 booster
- By December 2025, the percentage of older receiving a COVID-19 booster will increase by 15%.
- By December 2026, the percentage of older adults receiving a COVID-19 booster will increase by 25%.
- 90% of MCOA outreach to include vaccination information (Covid-19 and Influenza vaccination only).

December 2025 Update – Vaccine education and information was provided at the 2025 Maui County Senior Fair through Walgreens Pharmacy, Department of Health Public Health Nurses, and Mauliola Pharmacy.

2-3: Objective to meet goal: Minimize the impacts of power outages, food insecurity, and social isolation associated with a health threat or natural disaster on older adults and persons with disabilities through partnerships and collaboration with emergency response agencies and relief organizations.

Effectiveness Measure(s):

- 100% of Home-Delivered Meal recipients will receive a minimum of a five-day supply of emergency food rations during pre-hazard events.
- 100% of agency partners and contracted service providers will participate in annual emergency preparedness exercise coordinated by MCOA.

December 2025 Update

MCOA has distributed over 2000 meals ready to eat packets to older adults and persons with disabilities through our outreach events. MCOA continues to work with Maui Emergency Management Agency and our nutrition service providers in developing a program for the distribution of these meals in the community.

Goal 3 - Hawai'i's underserved populations have equitable access to programs and services.

3-1: Objective to meet the goal: MCOA will invest in annual diversity, inclusion, equity, and accessibility training for all staff and service providers.

Effectiveness Measure(s):

- 90% of individuals surveyed following assessment, Support Planning, and authorization of services express overall satisfaction of services
- 100% providers included in the statewide Consolidated Database are following the Inclusion/Exclusion policy established by EOA.
- 100% of eligible Outreach staff will obtain and maintain CRS-A/D Certification.
- 90% of MCOA's staff will receive the Person-Centered Organization training annually.

December 2025 Update:

100% of our Access and Assistance staff have obtained a Community Resource Specialist-Aging and Disabilities certification through InformUSA.

All Maui County providers included in the statewide consolidated database have been vetted using the Inclusion/Exclusion policy established by EOA.

3-2: Objective to meet goal: Increase access to relevant ADRC information and assistance for individuals for whom English is not the primary language.

Effectiveness Measure(s):

- 100% of participants requesting language assistance will receive appropriate Language Access assistance.
- 100% of translatable materials that are requested for translation into another language will be completed upon request.

December 2025 Update:

Language assistance is available through translators who are contracted by MCOA.

3-3: Objective to meet goal: Promote awareness of culturally appropriate Long-term Services and Supports (LTSS) planning/education including the end of life.

Effectiveness Measure(s):

- 80% of program participants who indicated the absence of an advance healthcare directive will possess an advance healthcare directive upon reassessment.
- 100% of MCOA staff are trained annually in Long-term Services and Supports (LTSS) planning and education including end of life.

December 2025 Update: No update at this time.

GOAL 4 - Hawaii's older adults and people with disabilities will age in place.

4-1: Objective to meet the goal: Expand the number of home modifications completed in Maui County that provide reasonable accommodations allowing older adults or disabled individuals to remain at home comfortably and safely.

Effectiveness Measure(s):

- 100% of eligible seniors will be referred for home modification.
- 95% of seniors who receive minor home modification will report satisfaction with the results.

December 2025 Update:

MCOA has a partnership with Habitat for Humanity in constructing low-cost modifications and repairs to homes owned by older adults or disabled individuals. The program, entitled “A Brush With Kindness” is available in all three islands. Some of the repairs have involved porch or wheelchair ramp construction, grab bars, modifications to bath tubs and showers, and other minor repairs.

Between July 2025 to September 2025:

- 10 applications were processed for request for home modifications
- 7 low-income seniors and/or disabled citizen received services that reduced safety concerns in their homes
- 6 safety-related repairs or home modifications were completed; One of the completed repairs was for a Lahaina fire survivor, whose home needed extensive remediation and repair in order to make her home habitable. Some of the repairs included assistance in replacing flooring and bathroom remodeling, installation of new kitchen countertops and shelving, grab bar installation in the bathrooms, and window installation to repair a window that was broken as a result of a home robbery.

4-2: Objective to meet the goal: Examine and address current housing and transportation concerns for older adults and disabled persons in the Maui community.

Effectiveness Measure(s):

- 75% of transportation recipients report satisfaction with available transportation options/services.
- 80% of informational Maui County Transportation Option Guides taken to outreach and educational events are distributed.
- Implementation of a housing pilot or demonstration project by September 30, 2027.
- Inclusion of language in housing policies that protect older adults and persons with disabilities against displacement and poor housing conditions by September 30, 2027.

December 2025 Update:

MCOA is also reviewing a possible transportation pilot project currently being implemented on Oahu involving on-demand ride share. Additionally, our FY2026 program will include an on-demand pilot program with Na Hoaloha.

MCOA has also been in collaboration with the Maui Disabilities Alliance to gather issues and concerns about existing transportation services for older adults and persons with disabilities. We will review the information together and provide recommendations through the Maui County Commission on Persons with Disabilities.

The Commission on Persons with Disabilities also provided recommendations to Mayor Bissen, Council Chairperson Alice Lee on the recovery/rebuilding efforts in West Maui. The letter identifies the following points to consider: 1. Commitment to Accessibility and Inclusion, 2. Accessible and Age-Friendly Housing, 3. Building a More Inclusive and Livable Community, 4. Accessible Communication and Community Engagement, and 5. Collaboration with the Commission

4-3: Objective to meet the goal: Ensure ongoing and comprehensive Home and Community Based Services that provide comprehensive person-centered care including: home delivered meals and congregate nutrition services, in-home supportive services, transportation, caregiver support, and other long-term supports and services in accordance with the Older Americans Act.

Effectiveness Measure(s):

- 90% of individuals at risk for institutionalization remain safely at home for a minimum of twelve months.

- 90% of persons receiving services from MCOA and service providers indicate satisfaction.
- 100% of Maui County communities have access to at least three Long-term Services and Supports (LTSS).

December 2025 Update:

Completed surveys have indicated that approximately 96% of our participants indicate satisfaction with their services. Our data is also showing that our participants at risk for institutionalization have remained safely at home for over 12 months. Our current average is about 20 months.

4-4: Objective to meet the goal: Promote and provide input in the development of livable and age-friendly communities.

Effectiveness Measure(s):

- MCOA will submit legislative testimony 90% of the time when applicable to advocate for an age friendly community.
- MCOA will be a recognized body for comments and advocacy for older adults and persons with disabilities on residential and commercial development projects by December 31, 2026.

December 2025 Update:

The MCOA works with the Council on Aging and the Commission on Persons with Disabilities to provide feedback and recommendations to the Mayor, County Council, and other County Agencies on livable communities.

The Council on Aging and Commission on Person with Disabilities have sent recommendations to the Mayor and County Council regarding the following issues:

- Emergency Preparedness
- Maui County Long Range Transportation Plan
- Accessibility Issues at the Maui County office building
- Lahaina Town Recovery and Rebuild

4-5: Objective to meet goal: Meet people at their point of need with person-centered services and programs delivered in a timely and effective manner.

Effectiveness Measure(s):

- 100% of staff members utilize person-centered practices and philosophy.
- 100% of persons receiving services are offered the opportunity to create an individualized Support Plan that reflects their choices and priorities.
- 90% of Community Living Program (CLP) participants have the supports and services necessary to remain in their homes.
- Establish a Community Care Transition Program (CCTP) by December 31, 2026.

December 2025 Update:

MCOA staff continues to utilize person-centered practices when developing support and service plans with our participants and their caregivers. No update at this time regarding the establishment of a Community Care Transition Program.

GOAL 5 – Hawaii’s caregivers have a broad array of services and supports to effectively care for their loved ones.

5-1: Objective to meet the goal: Maximize MCOA capacity to support caregivers through person-centered direct service, training and educational opportunities.

Effectiveness Measure(s):

- 80% of Caregivers demonstrate a reduction of stress as indicated by assessment.
- 90% of Caregivers report satisfaction with services provided.
- 90% of Caregivers served report increased knowledge of available services, community resources and care giving skills after a caregiver outreach event.
- Implementation of an evidenced-based stress reduction program for family caregivers by December 31, 2025.

December 2025 Update:

Our data indicates that approximately 40% of caregivers demonstrate a reduction of stress during their annual reassessment. Caregivers receive support through training and support groups facilitated by the Maui Adult Day Care Centers. On August 8, 2025, Dorothy Colby, a certified Positive Approach to Care trainer and mentor, delivered a presentation to caregivers attending the Moloka'i Kupuna Resource Fair.

5-2: Objective to meet the goal: Expand MCOA’s intergenerational programs and efforts.

Effectiveness Measure(s):

- 90% of multigenerational families receiving support and assistance report satisfaction with services received.
- 90% of assisted multigenerational families report increased awareness of available resources.

December 2025 Update: No update at this time.